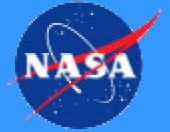


# ***Overview of ISO 9001:2000 Revision***



## ***ISO 9001:2000 Revision***

- The ISO 9001:2000 revision is considered as an enhancement – not a major revision
- More practical for small business
- Generalizes “manufacturing” terminology
- Compatible with other management systems (environmental, health & safety, financial, etc.)
- Process-based instead of 20 elements
- The 20 elements that we are familiar with are still included in the 8 clauses of the revised standard



## ***ISO 9001:2000 Revision - Changes with most impact:***

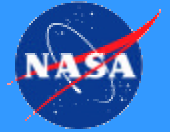
- **Adds requirements for customer satisfaction**
- **Adds requirements for measurement, analyses and improvement (Continual Improvement)**



## **Customer Satisfaction**

“As one or the measurements of the performance of the quality managements system, the organization shall monitor information relating to customer perception as to whether the organization has met customer requirements. The methods for obtaining and using this information shall be determined.”

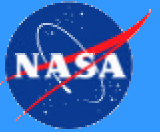
- **A team has been formed to work this requirement**
  - Identifying systems already in place at MSFC
  - New process? TBD
  - Training will be given once a process is in place



## ***Continual Improvement***

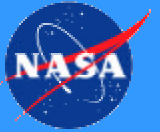
“The organization shall continually improve the effectiveness of the quality management system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management review”

- A team has been formed to work this requirement
  - Identifying systems already in place at MSFC
  - Looking at work being performed on Strategic Plan feedback as well as what orgs are already doing
  - Training will be given once a process is in place



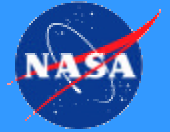
## ***ISO 9001:2000 Revision – Changes with minimal impact:***

- Adds resource management requirements
- Commitment of top management emphasized
- Internal and customer communication required
- Resources include competent personnel, work environment, process equipment and support services
- Reduced minimum procedures required
- Some additional quality records



## **ISO 9001:2000 Clauses**

- 1. Scope**
  - General
  - Application
- 2. Normative reference**
- 3. Terms and definitions**
- 4. Quality management system**
  - General requirements
  - Documentation requirements
- 5. Management responsibility**
  - Management commitment
  - Customer focus
  - Quality policy
  - Planning
  - Responsibility, authority and communication
  - Management review



## **ISO 9001:2000 Clauses**

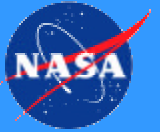
### **6. Resource management**

- Provision of resources
- Human resources
- Infrastructure
- Work environment

### **7. Product realization**

- Planning of product realization
- Customer-related processes
- Design and development
- Purchasing
- Production and service provision
- Control of monitoring and measuring devices





## **ISO 9001:2000 Clauses**

### **8. Measurement, analyses and improvement**

- General**
- Monitoring and measurement**
- Control of nonconforming product**
- Analysis of data**
- Improvement**